

# KARTHIK RAJENDRAN

Engineering Leader | SaaS Platforms | AI-Driven Engineering

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## EXECUTIVE SUMMARY

Engineering leader with **14+ years** of experience driving **large-scale SaaS platforms, org-wide engineering initiatives, and high-performing teams**. Proven track record of leading **multi-team environments (30+ engineers)**, delivering business-critical systems at scale, and driving **AI-led productivity transformation across the SDLC**.

Experienced in partnering with **senior leadership and CXOs** to align engineering strategy with business outcomes. Strong focus on **execution excellence, platform scalability, and building future leaders**.

## LEADERSHIP IMPACT

- Led **org-wide engineering initiatives** contributing to scaling the business unit to **\$350M+** revenue
- Owned **release governance** for 150+ engineers, improving predictability and reducing production risks.
- Drove **AI-led SDLC** transformation, improving engineering throughput by **~40%**
- Built and scaled teams from scratch to 25+ engineers within 6 months
- **Migrated monolith** systems into a 36+ scalable microservices architecture
- Conducted **500+ interviews**, shaping org-wide hiring and talent strategy
- Operated at org-level, driving cross-team alignment and execution beyond direct reporting structure
- Acted as a bridge between leadership vision and engineering execution at scale

## CORE EXPERTISE

- Org Leadership & Multi-Team Management
- Engineering Strategy & Roadmap Execution
- SaaS Platform Architecture & Scalability
- AI-Driven Engineering & Developer Productivity
- Delivery Management & Release Governance
- Stakeholder & Executive Alignment
- Hiring, Mentorship & Leadership Development
- Platform Modernization (Monolith → Microservices)
- Performance, Reliability & Quality Engineering

## TECHNICAL FOUNDATION

### Languages:

- Java, Node.js, Python, JavaScript

### Frameworks:

- Spring Boot, Spring, Flask, Django

### Architecture & Systems:

- Microservices, Distributed Systems, SaaS/PaaS Platforms

### AI & Engineering Productivity:

- Generative AI (RAG, LLMs, Claude)
- AI-driven SDLC optimization

### Cloud & DevOps:

- AWS, CI/CD (Jenkins, GitHub Actions), Observability tools

### Data / Storage / Streaming:

- MySQL, PostgreSQL, MongoDB, DynamoDB, ETL, Redis, Kafka

# PROFESSIONAL EXPERIENCE

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## Engineering Manager

Freshworks | Feb 2022 – Present

- Influenced **org-level engineering strategy** for CX products, contributing to scaling a **\$350M+** business unit
- Led multiple engineering teams(20+ direct reports), and delivered enterprise-grade features in the Freshchat and Unified-Freshdesk products with a high level of **execution efficiency and predictability**.
- Defined and drove **AI adoption** strategy across SDLC and **Improved developer and QA productivity by ~40%** through AI tool adoptions, reducing release cycle time and accelerating feature delivery across teams.
- Led **Ops ownership** on defining and managing on-call, Incident, and ensured availability.
- Drove standardization of release governance for 150+ engineers and delivery practices across teams, improving **cross-team coordination** and high-quality delivery cycles.
- Built and led **performance engineering and reliability initiatives**, improving system benchmarking and scalability
- Led development and scaling of **6 mobile applications**, obtained 4+ ratings with 99.5%+ crash-free users, and achieved 150K+ MAU.
- Influenced senior leadership on **org-wide initiatives**, including AI adoption, engineering productivity, and hiring strategy
- Led hiring with **100+ interviews** and led talent development and retention.
- Led the **contract hiring** and management of **65 contractors and 7 vendors** across the Business Unit
- Built **leadership depth** by mentoring seniors, leads, and staff engineers into leadership roles.
- Drove **performance management, promotions**, and succession planning across teams

## Engineering Manager

Anchanto | Aug 2021 – Feb 2022

- Scaled the new integration engineering team from the ground up to **25 engineers within 6 months**
- Led **platform modernization**, deprecating monolith modules into scalable microservices
- Built integrations with **12+ marketplaces and 8+ logistics providers**, improving platform extensibility
- Ensured **100% uptime during peak loads (25M+ transactions)** across the APAC region
- Established **DevOps and CI/CD practices**, improving release velocity and reliability
- Partnered with CXO-level stakeholders to influence **platform strategy and scaling decisions**

## Software Architect

Skava (Infosys-acquired) | May 2012 – July 2021

- Progressed from intern to architect with **5 promotions**, demonstrating consistent high impact
- Built and scaled an **enterprise e-commerce platform** powering global B2B/B2C marketplaces
- Owned critical **transactional systems** (User, Auth, Cart, Orders, Payments)
- Led migration of legacy platform to **36+ microservices architecture** (30% ownership)
- Migrated - **200M+ users** and **500M+ products/orders** across 200+ marketplace
- Delivered **50+ global marketplace** implementations across multiple regions
- Built a **fully automated CI/CD pipeline**, enabling seamless releases from commit to production
- Managed enterprise accounts and backend teams (**35+ engineers**)
- Led org-level initiatives across **hiring, branding, and engineering excellence**

# EDUCATION

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## Master of Science in Software Engineering

Anna University | 2007 – 2012